

Claiming Your Digital Diploma, Certificate, or Badge

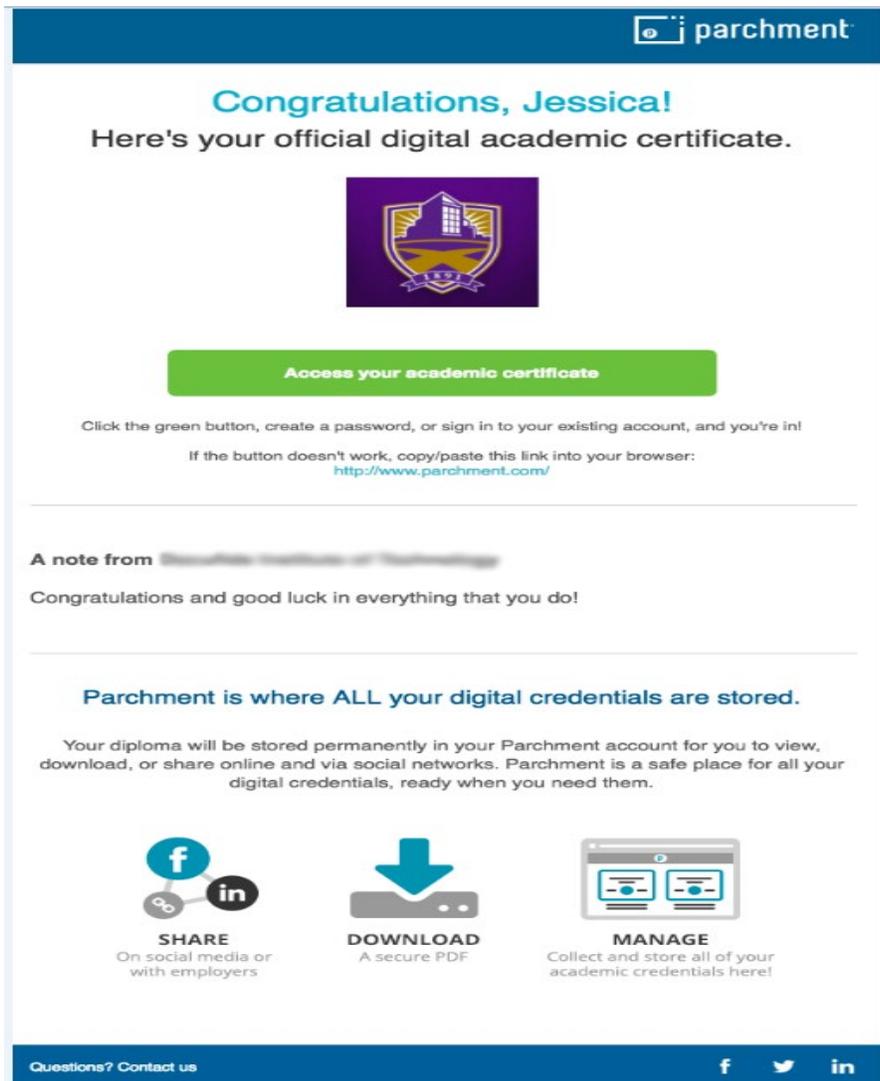
Once your Institution issues your digital diploma, certificate, or badge, you will receive an email or text message containing steps on how you can claim your digital diploma, certificate, or badge.

If you no longer have access to the email address where your sending institution issued your digital diploma or certificate you will need to either:

- Remedy your access issue OR
- Contact your school to have the issuing email address updated.

To claim your digital diploma, certificate, or badge

1. Click the green **Access your academic certificate** or **Access your diploma** button.



The screenshot shows an email notification from Parchment. At the top right is the Parchment logo. The main heading reads "Congratulations, Jessica!" followed by "Here's your official digital academic certificate." Below this is a purple shield-shaped logo with a building and the year "1881". A prominent green button labeled "Access your academic certificate" is centered. Below the button, text instructs the user to click the button, create a password, or sign in, and provides a link: <http://www.parchment.com/>. A section titled "A note from [University Name]" congratulates the user. Another section states "Parchment is where ALL your digital credentials are stored." and explains that the diploma is stored permanently. At the bottom, three icons represent "SHARE" (social media), "DOWNLOAD" (a PDF), and "MANAGE" (credentials). The footer includes "Questions? Contact us" and social media icons for Facebook, Twitter, and LinkedIn.

2. If you do not have a Parchment account associated with the email address where your claim email was sent, you will need to **enter a password, re-type the password**, and click on the green **Sign Up** button. Do note that you will need to meet the following password requirements before you will be able to complete the account registration:

- Password must be at least 10 characters long.
- Password must contain at least one upper-case, lower-case, and numeric character..

parchment

ENTER A PASSWORD
and start turning your credential into opportunities

CREATE A PASSWORD TO ACCESS YOUR CREDENTIAL: [social icons]

ABC SU ABC State University
Scottsdale, AZ

Email: student_email_address@collegedomain.edu Password: Re-type Password: [Forgot your password?](#)

SIGN IN

3. If you already have a Parchment account associated with the email address where your claim email was sent, you will want to enter your email address, enter your password, and click on the green **Sign In** button.

ENTER A PASSWORD
and start turning your credential into opportunities

CREATE A PASSWORD TO ACCESS YOUR CREDENTIAL: [social icons]

ABC SU ABC State University
Scottsdale, AZ

Email / username: existing_student_email@collegedomain.edu Password: [Forgot your password?](#)

SIGN IN

4. A copy of your digital diploma, certificate, or badge will now be stored within your Dashboard, where it can be accessed at anytime.
- [Click here](#) to watch the Parchment Quick Byte video on the digital diploma Learner Experience.
- [Click here](#) for steps on how to View, Download or Share your diploma, certificate, or badge.

IF YOU NEED HELP ACCESS YOUR CLAIM EMAIL:

- **I remember my Parchment password but no longer have access to the email address.** Then you need to sign in and update your email address. That way, when you place orders, you will receive important emails from Parchment about your order.
- **I do not remember my Parchment password and no longer have access to the email address.** Then you will need to contact us so that we can delete your account.

Please follow the steps below. **You must have your account deleted before you can create a new account and place orders.**

1. Click [Contact us](#) and fill in the form. Please include the following information within your support case:
 - Choose **Delete Account** from the "**What do you need help with?**" drop-down menu.
 - Subject (or summary of the issue).
 - Name.(first and last).
 - Email address (your current email address where you will receive a response to your case).
 - Old Email Address (if you remember what you had previously used to create your account).
 - School attended (or needing to request your transcript from)..
 - Any other required fields.

2. You will receive an auto-reply asking you to confirm that you would like your account deleted.
3. Reply to the above mentioned auto-reply email confirming account deletion.
4. We will send you another email once we have delete your account.
5. You can now create a new account using your preferred email address.
6. You can add your school to your account and place your order.